

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): George W. ERHART et al.

Conf. No.: 3849

Application No.: 10/674,562

Art Unit: 2614

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Examiner: DEANE, W. J. Jr.

Title: ESTIMATION OF EXPECTED VALUE
FOR REMAINING WORK TIME FOR
CONTACT CENTER EMPLOYEES

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

REQUEST FOR RECONSIDERATION

Sir:

The following remarks are provided in response to the Office Action of November 5, 2008.

Remarks/Arguments begin on page 2 of this paper.